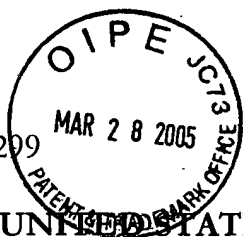


Docket No.: K-0299



PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re Application of:

**EXPEDITED PROCEDURE  
UNDER 37 C.F.R. §1.116**

Sang Kap Park et al.

Serial No.: 09/893,688

Group Art Unit: 2161

Confirmation No.: 4954

Examiner: Brian D. Goddard

Filed: June 29, 2001

**Customer No.: 34610**

For: CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND OPERATION  
METHOD THEREOF

**REPLY AND/OR AMENDMENT  
UNDER 37 C.F.R. §1.116**

U.S. Patent and Trademark Office  
Customer Window, Mail Stop AF  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

In response to the Office Action dated December 28, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 18 of this paper.

Docket No.: K-0299

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of  
Sang Kap PARK et al.

Serial No.: 09/893,688

Filed: June 29, 2001

Confirmation No.: 4954



EXPEDITED PROCEDURE  
UNDER 37 C.F.R. § 1.116

Group Art Unit: 2161

Examiner: Brian D. Goddard

Customer No.: 34610

Corres. and Mail  
**BOX AF**

For CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM AND OPERATION METHOD THEREOF

U.S. Patent and Trademark Office  
Customer Window, Mail Stop AF  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Dear Sir:

Transmitted herewith is an Amendment and/or Reply in the above identified application.

- ☒ No additional fee is required.  
☐ Also attached:

The fee has been calculated as shown below:

	NO. OF CLAIMS	HIGHEST PREVIOUSLY PAID FOR	EXTRA CLAIMS	RATE	FEE
Total Claims	40	58	0	x \$50.00 =	\$ 0.00
Independent Claims	2	6	0	x \$200.00=	\$ 0.00
If multiple claims newly presented, add \$360.00					\$ 0.00
Fee for extension of time					\$ 0.00
<b>TOTAL FEE DUE</b>					<b>\$ 0.00</b>

- ☐ Please charge my Deposit Account No. 16-0607 in the amount of \$. An additional copy of this transmittal sheet is submitted herewith.
- ☐ A check in the amount of \$ \_\_\_\_\_ (Check # \_\_\_\_\_) is attached.
- ☒ The Commissioner is hereby authorized to charge payment of any fees associated with this communication or credit any overpayment, to Deposit Account No. 16-0607, including any filing fees under 37 C.F.R. 1.16 for presentation of extra claims and any patent application processing fees under 37 C.F.R. 1.17.

Respectfully submitted,  
FLESHNER & KIM, LLP

Daniel Y.J. Kim  
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Registration No. 42,325

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Date: March 28, 2005